

 **Dimplex**
NORTH AMERICA LIMITED



**CASTILLO
CS3540**



**ZAMORA
CS3550**

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QUICK REFERENCE GUIDE

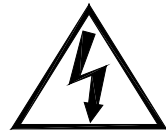
1. Prior to the first use of the fireplace verify the following:
 - Are the circuit breakers for the unit on?
 - Are the light bulbs in your fireplace loose?
(to check, follow the instructions for replacing the light bulbs under the maintenance section of this manual)
2. The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.
3. The information regarding the model of your fireplace can be found on the rating plate located on the back of the unit.
4. If you have any technical questions or concerns regarding the operation of your fireplace, or require service contact customer service at 1-888-346-7539 before returning the product to the point of purchase.

IMPORTANT INSTRUCTIONS

PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the Fireplace.
2. The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9m) from the front of the unit.
CAUTION: High Temperature, keep electrical cords, drapery, and other furnishings at least 3FT (.9m) from the front of the heater and away from the side and rear.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.



CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
NO USER-SERVICEABLE PARTS INSIDE



4. Always unplug the fireplace when not in use.
5. Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the fireplace has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. The fireplace is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect the unit, turn the controls off, then remove the plug from the outlet.
10. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
11. To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
12. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
13. Do not modify the fireplace. Use it only as described in this manual. Any other use not

- recommended by the manufacturer may cause fire, electric shock or injury to persons.
14. To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord must be No. 16 AWG minimum size and rated no less than 1875 watts.
 15. Do not burn wood or other materials in the fireplace.
 16. Do not strike the clear door panel.
 17. Always use a certified electrician should new circuits or outlets be required.
 18. Always use properly grounded, fused and polarized outlets.
 19. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
 20. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

**SAVE THESE
INSTRUCTIONS**

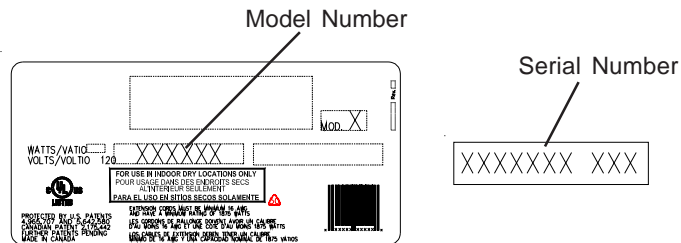
IMPORTANT INSTRUCTIONS

NOTE: Procedures and techniques that are considered important enough to emphasize.

CAUTION: Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

WARNING: Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, illness or death.

If you have any questions about our products please have the catalogue/model and serial numbers available upon calling customer service. The catalogue/model and serial number are located on the back of the unit.



NOTE

A 15amp, 120 volt alternating current (VAC) circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

WARNING

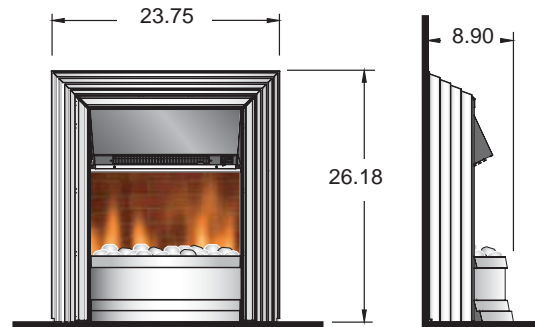
Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

FIREPLACE INSTALLATION

1. Make sure the units MAIN ON/OFF switch is switched OFF (refer to operating instruction section).
2. Plug the unit into a 15Amp/120VAC outlet. If the cord does not reach, you may use an extension cord rated for a minimum of 1875 watts.



OPERATION - see Fig. 2

Three switches provide a choice of heat settings. A switch is in the ON position when the side with the markings on (i.e. I, I, or II) is pushed in.

Switch 1 (I) Controls the electricity supply to the heater and flame effect.

Note: This switch must be in the ON (I) position for heater to operate with or without heat.

Switch 2 (I) Provides 600 W heat output.

Switch 3 (II) Provides 1200 W heat output with switch 2.

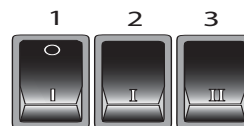


FIG. 2

RESETTING THE TEMPERATURE CUTOFF

SWITCH

Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. It can be reset by switching the MAIN ON/OFF SWITCH to OFF and waiting 5 minutes before switching the unit back on.

CAUTION

If you need to continuously reset the heater, unplug the unit and call customer service at 1-800-668-6663.

MAINTENANCE

WARNING: Always disconnect from the power supply before attempting any maintenance.

Bulb Replacement - see Fig.'s 3, 4 & 5

There are two bulbs located under the ember bed. To gain access to the bulbs, remove the coal/pebbles and place in a container. Remove the front panel from the fireplace by lifting it up and out from the slots on the fireplace - see **Fig.3**.

Remove the rotisserie by carefully sliding the rubber connector off the motor shaft - see **Fig. 4**.

Remove the defective bulb by unscrewing it as shown in **Fig.5**.

Replace with a 60W E12 clear chandelier or candelabra bulb. Take care not to over-tighten the bulb. Refit the front panel and replace the coal/pebbles.

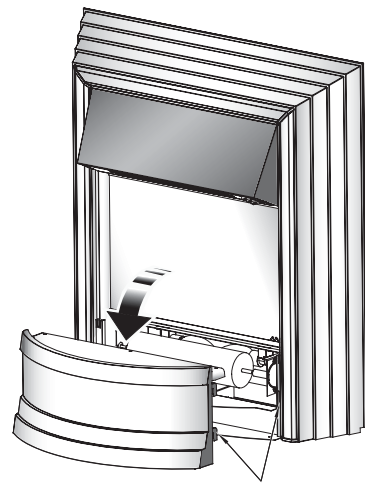


FIG. 3

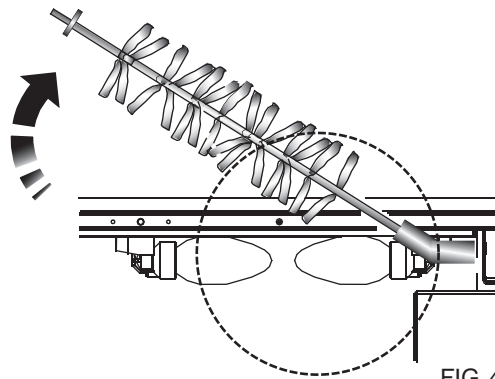


FIG. 4

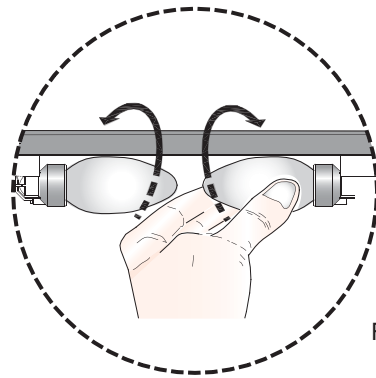


FIG. 5

HELPFUL HINTS

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

CLEANING

WARNING – Always disconnect from the power supply before cleaning the fireplace.

For general cleaning use a soft clean duster – never use abrasive cleaners. The glass viewing screen should be cleaned carefully with a soft cloth. **DO NOT** use glass cleaners.

To remove any accumulation of dust or fluff the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the heater assembly.

ONE YEAR LIMITED WARRANTY

Products to which this limited warranty applies

This limited warranty applies to newly purchased Dimplex fireplaces and surrounds (mantels) and trims. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia) *except* for Hawaii and Alaska. This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Light bulbs are not covered by this limited warranty and are the sole responsibility of the owner/purchaser. Products purchased in Yukon Territory, Nunavut, Northwest Territories, Hawaii, or Alaska are not covered by this limited warranty. Products purchased in these States, provinces, or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Dimplex warrants such products to be free from defects in material and workmanship for a period of 12 months from the date of the first purchase of such product.

The limited 12 month warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Dimplex or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Dimplex Technical Service by contacting Dimplex at 1-888-DIMPLEX (1-888-346-7539), or 1367 Industrial Road, Cambridge Ontario, Canada N1R 7G8. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 12 month limited warranty period you have the following rights:

- Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- Limited warranty service will be performed solely by dealers or service agents of Dimplex authorized to provide limited warranty services.
- The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer's or service agent's place of business.

- § This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's specific request and expense at Dimplex's then-current rates for such services.
- § Dimplex will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.



1-888-DIMPLEX
1-888-346-7539

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1367 Industrial Road
Cambridge, Ontario
Canada, N1R 7G8